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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.
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09/239,701 01/29/99 BATEMAN

T 025000-065

021839 TW02/1121
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EXAMINER

PERVEEN, R

ART UNIT

PAPER NUMBER

2182

DATE MAILED:

11/21/00

Please find below and/or attached an Office communication concerning this application or proceeding.

Commissioner of Patents and Trademarks

SW

Office Action Summary

Application No.

09/239,701

Applicant(s)

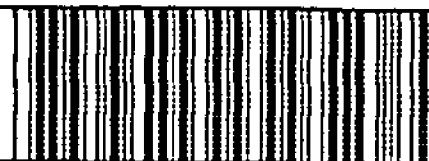
BATEMAN et al

Examiner

Rehana Perveen

Group Art Unit

2182



☒ Responsive to communication(s) filed on Jun 22, 2000

☐ This action is **FINAL**.

☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11; 453 O.G. 213.

A shortened statutory period for response to this action is set to expire 3 month(s), or thirty days, whichever is longer, from the mailing date of this communication. Failure to respond within the period for response will cause the application to become abandoned. (35 U.S.C. § 133). Extensions of time may be obtained under the provisions of 37 CFR 1.136(a).

Disposition of Claims

☒ Claim(s) 12 and 37-79 is/are pending in the application.

Of the above, claim(s) _____ is/are withdrawn from consideration.

☒ Claim(s) 12, 37-55, and 75-78 is/are allowed.

☒ Claim(s) 56-74 and 79 is/are rejected.

☐ Claim(s) _____ is/are objected to.

☐ Claims _____ are subject to restriction or election requirement.

Application Papers

☒ See the attached Notice of Draftsperson's Patent Drawing Review, PTO-948.

☐ The drawing(s) filed on _____ is/are objected to by the Examiner.

☐ The proposed drawing correction, filed on _____ is ☐ approved ☐ disapproved.

☐ The specification is objected to by the Examiner.

☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. § 119

☐ Acknowledgement is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d).

☐ All ☐ Some* ☐ None of the CERTIFIED copies of the priority documents have been

☐ received.

☐ received in Application No. (Series Code/Serial Number) _____

☐ received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

*Certified copies not received: _____

☐ Acknowledgement is made of a claim for domestic priority under 35 U.S.C. § 119(e).

Attachment(s)

☒ Notice of References Cited, PTO-892

☒ Information Disclosure Statement(s), PTO-1449, Paper No(s). 4

☐ Interview Summary, PTO-413

☒ Notice of Draftsperson's Patent Drawing Review, PTO-948

☐ Notice of Informal Patent Application, PTO-152

--- SEE OFFICE ACTION ON THE FOLLOWING PAGES ---

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Part III DETAILED ACTION

1. Claims 12 and 37-79 are presented for examination.

Specification

2. The title of the invention is not descriptive. A new title is required that is clearly indicative of the invention to which the claims are directed.

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

4. Claims 56-58 are rejected under 35 U.S.C. 103(a) as being unpatentable over Arbuckle et al, patent no. 5,563,805.

5. As to claim 56, Arbuckle et al teach a customer terminal providing a remote help option selectable by a user of the customer terminal, and upon selection of the remote help, send a help request to a call center identifying a

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contact channel through which the user of the customer terminal can be reached (col. 3 line 7 - col. 4 line 65).

6. Arbuckle et al do not **explicitly** teach a server having one or more downloadable pages providing such remote help option. However, a routineer in the data processing art would have readily recognized that Arbuckle et al's help system may be applied to a number of different environments including a web page environment as claimed.

7. As to claim 57, Arbuckle et al, inherently, teach the remote help option provides for the selection of one of a plurality of different contact channels.

8. As to claim 58, official notice is taken that specific connections such as voice over IP or PSTN have been well known in the art at the time of the invention, thus rendering it obvious to use these specific types connections.

9. Claims 59-74 and 79 are rejected under 35 U.S.C. 103(a) as being unpatentable over Hammond, patent no. 5,479,487.

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10. As to claim 59, Hammond teaches a call center having an outbound dialing system capable of setting up a blended inbound/outbound call environment containing a list of telephone numbers, an ACD system which distributes actual calls on the basis of the list connecting agent workstations to customers via the PSTN or voice connection, and a CGI adapted to collect help requests and feeds them to the outbound dialing system or ACD (col. 5 lines 35-45 and col. 9 line 11 - col. 10 line 67).

11. Hammond does not **explicitly** teach receiving help requests from a web server and setting up call environment using IP addresses. However, a routineer in the data processing art would have readily recognized that Hammond's improved call center for handling telephone calls may be incorporated in a web server environment utilizing IP addresses since such incorporation would have provided efficiency in prior existing web server environment utilizing IP addresses.

12. As to claim 60, official notice is taken that help requests would obviously include a URL when utilized in a

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web server environment in order to locate which help is requested.

13. As to claim 61, Hammond teaches a system for determining anticipated wait times for response and prioritizing callbacks and for generating messages to be sent back via the CGI to be sent to the customer with an anticipated wait time (col. 10 line 61 - col. 11 line 17).
14. As to claim 62, Hammond teaches a call center customer information system queriable on the basis of contents of the help request for information pertaining to a given customer to be presented to a help agent when providing help to the given customer (col. 7 lines 24-35).
15. As to claim 63, Hammond, inherently, teaches the call center customer information system is queriable on the basis of a customer telephone number.
16. Claims 64-74 and 79 are different variations of claims 59-63, and therefore, are rejected under the same rationale.

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Allowable Subject Matter

17. Claims 12 and 37-55 are allowed because the prior art of record, alone or in combination, do not teach a customer selecting a remote help option from a Web page which generates a help request form including customer's IP address and forwarding the help request form to a call center as claimed in independent claims 12, 42, 45, and 52. Claims 75-78 are allowed because the prior art of record, alone or in combination, do not teach a multimedia application comprising a make call option which when selected initiates a series of steps to set up a call to an ACID system by signaling to a CTI enabled switch to ring the customer's telephone line prompting the customer to pick up the handset, and upon sensing that the customer has indeed picked up the set, then dials the call center automatically, where an ACD system distributes the call to an ACD agent workstation.

18. Further references of interest are cited on Form PTO-892 which is an attachment to this office action.

Any response to this action should be mailed to:

Commissioner of Patents and Trademarks.
Washington, D.C. 20231

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or faxed to:

(703) 308-9051, (for formal communications intended for entry)

Or:

(703) 306-5404 (for informal or draft communications, please label "PROPOSED" or "DRAFT")

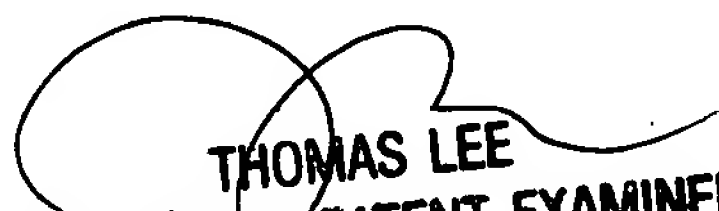
Hand-delivered responses should be brought to Crystal Park II, 2121 Crystal Drive, Arlington, VA., Sixth Floor (Receptionist).

19. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Rehana Perveen, whose telephone number is (703) 305-8476. The examiner can normally be reached Monday through Friday from 8:00 AM - 4:30 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Thomas C. Lee, can be reached at (703) 305-9717. The fax phone number for this Group is (703) 306-5404.

Any inquiry of a general nature or relating to the status of this application should be directed to the Group receptionist whose telephone number is (703) 305-9600.

Rehana Perveen
November 17, 2000


THOMAS LEE
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2100